RMIT English Worldwide

Student details

Name ____________________________________________

Student ID ___________________________ Class _________________________

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* See previous page.

www.rmit.edu.au/about/our-locations-and-facilities/locations
We invite you to enjoy your time at RMIT English Worldwide, known as REW. Our social and recreational activities will help you get to know Melbourne, meet other students, relax and have fun.

REW’s Student Activities Organiser arranges:

- welcome dinners
- city and campus tours
- sporting activities
- volunteering opportunities
- parties and BBQs
- trips to the footy (soccer or Australian Rules football)
- movie nights
- day and weekend trips around Victoria.

Check noticeboards at REW for information about festivals and community events. The Student Activities Organiser will also email you about special events and festivals, so check your student email every day and Like us on Facebook!*

If there is a special activity you would like to do in Melbourne, speak to the Student Activities Organiser or email: rew.activities@rmit.edu.au.

*www.facebook.com/RMITEnglishWorldwide
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Top 10 things you arrive in

1. **Arrival guide for international students**
   Check the arrival guide for information about budgeting and the general cost of living, opening a bank account, accommodation, transport and free study support and assistance. You can also watch videos of international students talking about their experiences at RMIT and in Melbourne.
   www1.rmit.edu.au/students/browse;ID=vi6nc2oh61b7

2. **RMIT International Student Support**
   www1.rmit.edu.au/internationalsupport

3. **SafeZone app**
   Download and install the SafeZone app, and keep safe on campus.
   www.rmit.edu.au/security/safezone

4. **Medibank OSHC**
   Register now for your Overseas Student Health Cover.

5. **RMIT University Student Union (RUSU)**
   Become a member of the RUSU. Benefits include:
   - free or half price tickets to all RUSU events, trips and courses
   - free drinks at RUSU weekly events
   - eligibility to run in the annual RUSU Council elections
   - discounts and priority access to RSA, First Aid and Food handling courses run by the RUSU
   - a fortnightly RUSU NewsFeed subscription
   - access to exclusive member updates and giveaways.
   www.su.rmit.edu.au
to do when you arrive in Melbourne

6 Bank account
Using your bank card at the automatic teller machine (ATM) is expensive. It is a good idea to open an Australian bank account.
If you open an account within the first 6 weeks of arriving in Australia, usually the only identification you need is your passport. The Commonwealth Bank is on campus, but there are branches from all the major banks nearby.

7 Tax file number
International students living in Australia for more than 6 months, or who will earn money from work or interest from bank accounts, must obtain a tax file number (TFN). You can apply for your TFN online.

8 Translating and Interpreting Service (TIS)
TIS offers a range of services including telephone interpreting. TIS is available 24 hours a day. Some services have to be arranged in advance.

9 Public Transport Victoria (PTV) app
Check Melbourne’s public transport timetables, get live travel updates and learn how to use the journey planner.
www.ptv.vic.gov.au

10 Create an RMIT Link account
RMIT Link runs trips, tours and on-campus activities during semester. Create an account to book trips online. This is a great way to see Victoria and meet lots of new people.
http://rmitlink.rmit.edu.au
USEFUL CONTACTS

RMIT English Worldwide (REW)
Building 108, Level 10
235–251 Bourke Street
Melbourne 3000
☎ 9657 5800
✉ englishworldwide@rmit.edu.au

REW Student Services
Building 108, Level 10
235–251 Bourke Street
☎ 9657 5830
✉ rewstudent.services@rmit.edu.au

REW’s Student Activities Organiser
✉ rew.activities@rmit.edu.au

Melbourne East Police Station
226 Flinders Lane
☎ 9637 1100

Swanston Street Medical Centre
Level 3, 255 Bourke Street
☎ 9205 7500

Department of Immigration and Border Protection (DIBP)
Casselden Place
2 Lonsdale Street
☎ 13 18 81 (visa enquiries)
www.immi.gov.au

Bupa Medical Visa Services
Level 2, 717 Bourke Street
Docklands, Melbourne
(enter via Aurora Lane, Level 2R via lifts or stairs)
www.bupamvs.com.au

Translating and Interpreting Service (TIS)
☎ 13 14 50
www.tisnational.gov.au
1.1 Welcome to RMIT English Worldwide

Ann Wright
Director, RMIT English Worldwide
https://youtu.be/eDyi1RXhSNk

1.2 RMIT University

RMIT is a global university of technology and design and one of Australia’s original tertiary institutions. The University enjoys an international reputation for excellence in professional and vocational education and outcome-oriented research. RMIT is a leader in engineering, accounting and finance, computer science and information systems, communication and media studies, psychology, education, law and economics.

RMIT has campuses in Melbourne, Australia, two campuses in Vietnam and a centre in Spain. RMIT also offers programs through partners in mainland China, Hong Kong, Indonesia, Singapore, Laos, Spain, Belgium, Germany and Sri Lanka.

Eighteen per cent of the University’s student population of 82 000 are international students studying in Australia.
1.3 RMIT English Worldwide (REW)
REW supports education needs nationally and internationally through our English language and tailored training solutions. We have over 40 years’ experience in writing English materials and delivering tailored training and testing solutions. We have specific expertise in validated and secure assessment that measures learning outcomes. Our services prepare students and professionals to use English with confidence.
Located in the heart of the city, REW offers easy access to public transport, shops, cafés and recreational facilities.

1.4 Accreditations
REW is an accredited International English Language Testing System (IELTS) test centre, a Pearson (PTE Academic) test centre, and an accredited provider of the Certificate in Teaching English to Speakers of Other Languages (CELTA), accredited by Cambridge ESOL.
REW teaches English to thousands of students from over 50 different countries every year. Many students choose to study with us because of our direct entry pathway to RMIT University Degree, Vocational Education and Foundation programs. Our English language programs are structured to prepare you to successfully meet the academic demands of those programs.
If you graduate from REW with the required level of English you do not need to take an external test to enter RMIT University programs.
1.5 REW programs

(i) English for Academic Purposes (EAP)
We offer EAP from Elementary to Advanced Plus. These full-time programs are designed to prepare you for the demands of further education in institutions where English is the language of instruction. These programs connect directly to most RMIT University programs.

For details, visit the Online Classroom (for details on how to log in, see Section 2.6 REW online resources).

(ii) Training programs
Training programs include:
- the Certificate in Teaching English to Speakers of Other Languages (CELTA)
- tailored English programs.

(iii) IELTS preparation programs and the IELTS test
REW is an official IELTS test centre and offers a range of programs to students preparing for the test. REW's IELTS preparation programs are intensive and focus on improving study techniques and developing exam strategies for either the Academic or General Training IELTS Test.

All programs cover test strategies, answer analysis, teacher feedback and practice tests. REW recommends that you are at a level close to the desired IELTS test score before you enrol for a test preparation program. Minimum entry requirements are IELTS 5.5 or a pass at REW Intermediate level.

IELTS Preparation full-time
This 5-week course includes 100 hours of classroom tuition.

The program covers reading, writing, listening and speaking. It is for students who wish to prepare for the Academic IELTS Test and is accredited for international students on student visas.

IELTS Preparation part-time
REW offers three part-time courses:
- Academic—Reading and writing
- General Training—Reading and writing
- Listening and speaking.

Each course consists of 20 hours of classroom tuition. Our highly qualified English teachers are experienced in teaching strategies for taking the IELTS Test.

For more information, including program and test dates and fees, contact REW Reception or visit the website.

📞 9657 5800
✉️ englishworldwide@rmit.edu.au
🌐 www.rmitenglishworldwide.com/ielts

(iv) PTE Academic Test
REW is also an official Pearson test centre. PTE Academic is the world's leading computer-based test of English for study abroad and immigration.
2.1 Classes at REW

Classes at REW are scheduled between 8.00am and 9.00pm.
In addition to 4 hours in the classroom with your teacher, we recommend you do at least 1 hour of independent study per day to meet the demands of your program.
You are placed in a class according to your language level and future pathway into your next RMIT program.
Classes are formed to balance gender, nationality and level of English. Because of this, you cannot choose either your class or your teacher.
Each module runs for 5 weeks. Your class times may change at the end of this period. Student Services will email you the class times for the next module.
Your REW class environment may be very different from what you are used to.
Classes are taught by fully qualified teachers of all ages and nationalities. You are expected to actively participate in lessons and are encouraged to express, analyse and develop your own ideas and opinions. Classes are meant to help you develop your English skills and improve your communication skills, so contribute as much as you can.

2.2 Am I in the right class?

(i) Student placement
REW places you in a class according to your current level of English using your most recent IELTS, TOEFL or other recognised external English proficiency test results if the results are less than 12 months old at the start of the program.
REW reserves the right to re-test you on arrival to confirm your level of English. This may affect the duration of the English program, but it is done to place you at the most appropriate level to ensure your success.
If you think your class is too easy or too difficult, tell your teacher as soon as possible. Remember that it takes a few days to feel comfortable with your new classmates and teacher.
During the first few days of the program, your teacher will give the class a writing task and a speaking task to confirm each student’s level of English. If the teacher is worried about a student’s ability to cope in class, the student may be asked to do a placement test. In some cases, a student may be moved to a more suitable level. If this happens, someone from REW Student Services will discuss with the student how moving class may change the duration and fees of the program, or affect the start date of the next program. Academic counselling will be given, as will information about whether the change may cause visa difficulties.

(ii) Late enrolment
The last day any student can start a module is the Monday of Week 2, except by special arrangement with the Student Services Manager. If you arrive after the last day of enrolment you must defer your program to the following module.
2.3 Class timetables

Class timetables are posted on the noticeboards on levels 6 and 9 in Building 108. Or, save time each day by looking at the timetables on HOTSPOT (for details on how to find your online timetable, see Section 2.6 REW online resources). The timetable changes every week, so be sure to check what room your class is in before you leave home each day. This is especially important during the assessment period. You must not be late for your exams. Your assessment timetable will also be available on HOTSPOT. www.rmit.edu.au/myrmit

2.4 What do I bring to class?

You will need to bring these items to class:
- pens and pencils
- an A4 lined writing pad or notebook
- a dictionary
- your tablet or laptop (BYOD*).

You will receive your class textbook and any additional materials in class.

* BYOD: Bring your own device

You will need to bring your own tablet or laptop to class. You will be able to connect to RMIT Wireless and myDesktop, which will give you access to all the applications you will need.

For more information, go to https://rmitenglishworldwide.com/elicos, click on What you need to know, then go to Bring your own device (BYOD).
2.5 Email, internet and computer access

Username and password
Your username and password is the **same** for all REW and RMIT computers and online services.

**Username**
s + your student number (e.g. s1234567)

**Email address**
your username + @student.rmit.edu.au (e.g. s1234567@student.rmit.edu.au)

**Password**
p + your date of birth backwards + ! (e.g. 25 December 1985 as p19851225!)

**IMPORTANT!**
You can change your password at any time.
- Passwords cannot contain your account name or parts of your full name.
- Passwords must be at least 8 characters in length.
- Passwords must contain characters from 3 of these 4 categories:
  - English uppercase characters (A–Z)
  - English lowercase characters (a–z)
  - numeral digits (0–9)
  - non-alphabetic characters: ~!@#$%^*_-+=`|(){}[]:;"'<,./ (except & and ?).

(i) **Student email**
Every student enrolled at REW is given an RMIT student email account. It is your responsibility to check your student email every day because important information is sent by email, for example:
- class timetables for the next module
- communications about your attendance
- where to collect your certificates of completion and attendance
- information about student activities
- special consideration outcomes.
You can log in to your email account through Gmail or myRMIT.

www.rmit.edu.au/myrmit
www.gmail.com
(ii) **Computer access**

All REW students are given access to the RMIT network and computers. To log in, enter your username and password. You should change your password, but it must conform to the criteria listed.

(iii) **myRMIT**

myRMIT is your access point for all REW online learning resources, emails and RMIT news and announcements. It also provides links to important Student Support Services.

www.rmit.edu.au/myrmit

(iv) **Download limit**

Each student is allocated a download limit of 20MB per day. If you exceed this limit, your account may be suspended by IT Services.

(v) **Wireless access**

You can access the RMIT wireless network from a variety of indoor and outdoor locations around REW and the RMIT campus. It is secure and free. Locations are indicated by wireless network signs.

Free wi-fi access is also available in the Food Court at Melbourne Central, in the State Library and at some cafés around RMIT City Campus. Visit the website for downloads to connect your wireless device, information on how to connect for the first time and a list of wi-fi locations. You can also get configured for wireless at the RMIT Swanston Library (Building 8, Level 5).

www.rmit.edu.au/its/wireless
2.6 REW online resources

Along with all RMIT students, REW students are given access to online learning resources that can be used both in and outside class. Using these resources will help you become familiar with the online study system if you plan to study at the University after REW. Your teacher will introduce you to these resources in the first week of your program and will show you how to access them on the computer.

REW offers three online programs.

(i) **Online classroom**

(Program codes: REW02, REW03, REW04, REW05, REW06 or REW07)

Each class level is allocated an online classroom where students have access to eProgram materials, important program and assessment announcements and information, blogs, program audio files and supplementary learning materials.

(ii) **Online ILC**

(Program code: ILC1)

Use the Online ILC outside of class time at every chance you get! It is where nearly all digital independent learning materials and resources are kept for you to improve your reading, writing, listening and speaking skills, and to develop and build on your grammar and vocabulary. For more information on the Online ILC, see Section 3.11 Independent Learning Centre (ILC).

(iii) **HOTSPOT**

(Program code: REW01)

HOTSPOT is a central online area with class timetables, information about living and adapting to life in Melbourne, and REW and RMIT administrative forms, policies and procedures. Check your student email and HOTSPOT every day for important announcements from REW.

Because all three programs are available through the Internet, you can access them anywhere you prefer.

Go to [www.rmit.edu.au](http://www.rmit.edu.au) and click on myRMIT. Enter your username and password, and then click on the myStudies tab.
**DURING YOUR PROGRAM**

### 3.1 Coming to class each day (attendance)

Here is a simple guide to the REW Attendance Policy.

**Student visa holders**

You must attend a minimum of 80% of all classes. This is an Australian Government law. Your attendance is calculated according to the length of your eCOE.

The roll is marked by the teacher twice a day. If you are not in class you will be marked absent. If you regularly arrive late to class or leave early, this may be counted as an absence.

REW must report you to the Department of Immigration and Border Protection if your attendance falls below 80%. This could affect your visa.

We will email you at your RMIT email address and your personal email address to warn you if your attendance becomes a concern.

Keep track of your attendance by checking the weekly attendance report posted on the student noticeboards.

**Non student visa holders**

If you are not on a student visa, your attendance is still important. You may not receive a Certificate of Completion if your attendance falls below 80%.

**When you are sick**

We are concerned for your safety and wellbeing. Please call or email REW Student Services if you cannot come to school.

If you need help making a doctor’s appointment, please call REW Student Services.

**Student visa holders**

You need to obtain a medical certificate from a registered health care provider to explain your absence. Bring your medical certificate to REW Student Services, or scan and email it to rewstudent.services@rmit.edu.au. REW cannot accept backdated medical certificates.

For the full Attendance Policy go to https://rmitenglishworldwide.com/elicos. Click on What you need to know and look under Policies and procedures.

### 3.2 Your address and phone number

REW needs to be able to contact you while you are a student here.

If you change your address or phone number, please complete the Change of Personal Information form (available at Reception) and bring it to REW Student Services, or scan and email it to rewstudent.services@rmit.edu.au.

**Student visa holders**

It is a condition of your student visa that you tell REW of your new address or phone number within 1 week of their changing.
3.3 Taking a break during your program (leave of absence)

If you need to return home for an urgent and unexpected reason during your program, please tell REW Student Services before you leave.

We are happy to give you advice and discuss how your absence may affect your attendance record, your visa, your tuition fees and your academic progress.

You must complete a Request for Leave of Absence form (available at Reception).

In general, REW can only approve a break during your program if it is for medical reasons or for reasons beyond your control.

It is important that you understand the policy on leaves of absence. Section 11 of the Attendance Policy has this information. For the Attendance Policy go to https://rmitenglishworldwide.com/elicos. Click on What you need to know and look under Policies and procedures.

3.4 Leaving your program early (early completion)

Please tell REW Student Services if you need to leave your English program earlier than expected. We will discuss how this may affect your tuition fees.

You will need to complete a Cancellation of Enrolment form (available at Reception).

Student visa holders

REW Student Services can give you general advice about how leaving your English program early may affect your student visa. REW must notify the Department of Immigration and Border Protection (DIBP) if you cancel your program early.

REW must cancel your eCOE if you cancel your program early. DIBP can give you specific advice about how this will affect your visa.

3.5 REW refund policy

It is important that you understand the Refund and Transfer of Fees Guidelines. If you have any questions, please ask a member of REW Student Services.

For the Refund and Transfer of Fees Guidelines go to https://rmitenglishworldwide.com/elicos. Click on What you need to know and look under Policies and procedures.

3.6 Extending your English program

REW Student Services is happy to help you extend your English program.

Please complete a Request for ELICOS Program Extension form (available at Reception) and hand it to REW Student Services, or scan and email it to rewstudent.services@rmit.edu.au.

REW may not approve your extension if your attendance or behaviour has been unsatisfactory.
3.7 If you are under 18 years old

We want to make sure you are happy, attending classes and making good academic progress. Someone from REW Student Services will meet regularly with you. Make sure you download the free SafeZone app on your mobile device, so you can contact Security if you need help.

Guardians

You will need written approval from your guardian to go on excursions off campus. We will give you a mobile number you can call if you cannot contact your guardian. Your guardian and accommodation details are a condition of your student visa. You must not change them unless you have approval from RMIT International.

3.8 Academic information

(i) Program outline

At the beginning of each level of the program, you will be given an outline containing:

- a program description
- a list of program objectives
- a schedule of assessment requirements.

(ii) Program assessment

Your teacher will give you assessment information in class during Week 1 of each level of your program. You can also find assessment information on HOTSPOT under Academic Info > Assessment Information. The assessment schedule cannot change during the program without the approval of REW management. You are notified of details relating to each assessment as it occurs. Your performance in the ongoing (OA) and end of course (EOC) assessments will make up your final mark.

Your completed assessments remain the property of REW. You are not permitted to see your marked exam papers. Students found cheating or plagiarising will score zero for that assessment task. Section 2 of Assessment Information contains more details about cheating.

All assessment is carried out in strict accordance with REW assessment policies and procedures.

(iii) Results online

On the final Wednesday of each level, the EOC assessment results are released after 8.00pm.

For your results, go to http://results.rmitenglishworldwide.com and log in using your student number (without the letter s) and password (p + date of birth backwards + !). You must still collect your official paper results from your teacher on the last day of the program.

(iv) When students do not pass

Students who do not pass the EOC assessment are required to go to class on the last day of the program to collect their results and to be counselled by their teacher.
These students will receive a report in Week 1 of the new module which gives feedback on exam performance and suggests strategies for improvement. In general, students who do not pass are required to repeat a 5-week module (usually Module B) and then re-sit the EOC assessment. The repeated module may take place in a Module A or B class (as recommended by the Deputy Director in consultation with the teacher) or, if numbers permit, in a special repeat class with other students repeating the same level.

(v) **Multiple fails**

Students may not sit the EOC assessment for any level more than three times consecutively. Students who do not pass on their third attempt will be required to enrol in Module A of the level they are attempting and complete 10 weeks of study before being permitted to sit the EOC assessment again. Students who are not successful on the fourth attempt will be counselled on available options.

Students who fail repeatedly and have unsatisfactory attendance may be asked to leave REW. All decisions will be made by the Deputy Director in consultation with the teacher and with regard to the student’s attendance record.

(vi) **Satisfactory academic progress**

Students are required by the Department of Immigration and Border Protection (DIBP) to make satisfactory progress as a condition of their student visa. Every attempt is made to counsel a student who fails. The student may receive a report, have individual counselling or support from a teacher, or be set additional work in the area of weakness. However, a student who repeatedly fails and takes no action to improve will be warned in writing of REW’s intention to report their unsatisfactory progress to DIBP. This can result in the cancellation of the student’s visa.

A student may follow the REW Complaints and Appeals Procedure at no cost within 20 days of the date of the letter if they feel they have been treated unfairly.

The Complaints and Appeals Procedure is available on HOTSPOT under REW Policies/Procedures and on the REW website—click on What you need to know and look under Policies and procedures.

https://rmitenglishworldwide.com/elicos

(vii) **Special consideration**

In exceptional circumstances, students can apply for special consideration, which may result in a deferral or re-sitting/re-submission of an assessment.

Students may apply for special consideration if they experience an unexpected serious issue that prevents them from attending a test or affects their ability to complete a test at REW.

Any application for special consideration must be submitted no more than 7 days after the date of the test and before publication of the EOC assessment results.

It must include supporting documents such as a police report, medical report or counsellor report. In the case of a medical report, the doctor must also fill out a section of the Special Consideration form. No application will be considered after assessment results have been released.

Applications for special consideration will not be accepted if the student has already completed the test. In cases in which a student feels sick during the test, he or she must leave before finishing the test to be considered for special consideration.
Minor symptoms associated with colds, headaches, period pain, hay fever or exam stress and anxiety are not acceptable grounds for special consideration.

The following documents are available on HOTSPOT under Special Consideration:

• Application form for special consideration
• Special consideration guide for OA and EOC students
• Special Consideration Policy and appeals information.

(viii) Complaints

REW is committed to dealing with students’ problems quickly and fairly. If you have a problem, talk or write a simple letter to your class teacher. If the teacher cannot help, talk to someone at REW Student Services.

We are here to help you. However, if you are not satisfied, you have the right to seek help from an external body.

Internal appeals procedure

If REW Student Services cannot resolve the issue, make a complaint in writing to the Director, RMIT English Worldwide.

The Director will make an appointment to discuss the matter with you within 10 days. The Director may invite other employees to attend the meeting, as appropriate.

As soon as practicable after the meeting, the Director will send you a letter giving details of the resolution or the decision, with reasons.

External appeals procedure

If you are not satisfied with the outcome of the complaint handling process, or you believe that REW has not responded in a reasonable time, you can take the complaint to the Overseas Students’ Ombudsman, Victoria. Students must put their case in writing to the Ombudsman.

The Ombudsman will seek to determine whether a student has been treated reasonably and may recommend remedial action if that is appropriate.

www.oso.gov.au/overseas-students

A copy of the Complaints and Appeals Procedure is available on HOTSPOT under REW Policies/Procedures and on the REW website—click on What you need to know and look under Policies and procedures.

https://rmitenglishworldwide.com/elicos

(ix) Unacceptable behaviour

REW expects students to behave in a mature and reasonable way (see Section 3.10 Shared values statement). If a problem arises, REW employees will follow the Unacceptable Behaviour Procedure.

A teacher may speak privately to a student who:

• disrupts class
• fails to complete assignments
• is repeatedly late
• breaches the Shared Values Statement.

If the problem continues, the teacher will refer the matter to a team leader who will speak to the student and document the meeting in an email to the student, the teacher and the manager of REW Student Services. The email will be placed on the student’s academic record.
If there is no change in behaviour, the student will meet with the REW Student Services Manager and be issued with an official warning letter, which is placed on the student’s academic record.

If behaviour continues to be unacceptable the student meets with the Director, RMIT English Worldwide, who may suspend or expel the student. This will have consequences for the student’s visa.

REW reserves the right not to extend the program of any student who consistently breaches the REW Shared Values Statement or who is in breach of the conditions of their student visa.

A copy of the Unacceptable Behaviour Procedure is available on HOTSPOT under REW Policies/Procedures and on the REW website—click on What you need to know and look under Policies and procedures.

https://rmitenglishworldwide.com/elicos

<table>
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<tr>
<th>In the classroom:</th>
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<tr>
<td>• be on time</td>
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<tr>
<td>• do not use your mobile phone unless the teacher gives you permission</td>
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<td>• do not talk while the teacher is speaking</td>
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<tr>
<td>• you can use your teachers’ first names</td>
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<tr>
<td>• you can approach teachers after class and ask for help or clarification of subject matter taught that day.</td>
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### Religious observance

REW respects the religious and cultural backgrounds of all its students. Students have permission to be absent from class for national holidays and religious observation (e.g. Friday prayer for Muslim students). Absences must be negotiated with the teacher to ensure work is not missed.

**Exception:** students may not be absent if an exam is scheduled.

### Certificates

You will receive a Certificate of Completion and an Attendance Certificate on the last day of your English program.

The Certificate of Completion will indicate the highest REW level you have achieved.

If your attendance is unsatisfactory, you will receive an Attendance Certificate and a Statement of Participation. The Statement of Participation will indicate the highest REW level you have achieved.

You will receive an email with instructions on how to collect your certificates.

REW cannot replace lost certificates but can issue a letter outlining course dates and highest level achieved. A fee will apply.
### 3.10 Shared values statement

REW is committed to providing a supportive learning environment. We value honesty, fairness, trust, accountability and respect.

<table>
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<tr>
<th><strong>HONESTY</strong></th>
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| being truthful and sincere, acting with academic integrity | • We are responsible for what we do and say.  
• We do not claim the work of others as our own.  
• We will follow all REW school rules and regulations.  
• We will speak up when there are problems and work together to find solutions. |

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<tr>
<th><strong>FAIRNESS</strong></th>
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| being just, consistent and impartial | • Everyone is treated equally.  
• Cultural differences are respected.  
• Penalties apply to all. |

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<th><strong>TRUST</strong></th>
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| having faith in all members of the REW community | • We will behave as responsible adults.  
• Staff knowledge and experience as experts is to be accepted.  
• Assessment policies and procedures are clear and apply to all. |

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<tr>
<th><strong>ACCOUNTABILITY</strong></th>
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| taking responsibility for one’s actions and inactions, and being proactive about one’s learning | • We will complete all tasks as required to the best of our ability.  
• We will be on time for class.  
• We will accept any reasonable penalty for our behaviour.  
• We will participate willingly in class activities. |

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<tr>
<th><strong>RESPECT</strong></th>
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| observing the rights and feelings of others by treating each other kindly, with courtesy and sensitivity | • English will be spoken in the classroom wherever possible.  
• We will switch our mobiles to silent in the classroom.  
• We will be understanding of individual differences.  
• We will be flexible and open to others’ ideas.  
• We will be supportive, fair and honest in our relationships with each other.  
• We will respect each other’s privacy. |
3.11 Independent Learning Centre (ILC)

(i) The ILC

The ILC, located on Level 6 of Building 108, is an independent study area where you are encouraged to spend at least 1 hour a day. The ILC offers:

- computer software to improve reading, writing, listening, pronunciation, grammar and vocabulary skills
- readers and CD readers
- reference books, e.g. dictionaries, thesauruses and newspapers
- printing and photocopying services.

Use the ILC to work on group assignments, to read magazines or newspapers, or for academic support from an ILC teacher for up to 20 minutes each day.

ILC services include:

- language support workshops and classes
- conversation classes
- off-site independent learning tours.

The ILC also regularly hosts cultural and artistic activities such as photography and story writing competitions.

(ii) The Online ILC

The majority of REW’s independent learning materials are available online.

The Online ILC offers a range of learning materials including:

- independent learning packages
- ILC induction information
- discussion boards
- useful ESL internet web links
- videos and audio files.

You can access the Online ILC by logging into myRMIT and going to myStudies.

www.rmit.edu.au/myrmit
3.12  RMIT facilities

(i) Libraries
REW students can access a range of RMIT Library facilities. Get to know the libraries early in your studies so you can make the most of them. Ask a Library employee for help if you need it.

Computer facilities and group study rooms can be booked via the Library website.

You can borrow books and resources at any branch. When you go to the counter, you will need to show your REW student ID card. A member barcode will be placed on it.

Please return your books on time. Failure to do so will result in fines, and failure to pay them will mean that you will be unable to obtain a transcript of your results.

RMIT Library locations:
- ILC Library and Resource Centre: Building 108, Level 6
- Swanston Library: Building 8, Level 5
- Carlton Library: Building 94, Level 3.

For opening hours and to book facilities, go to www.rmit.edu.au/library.

(ii) Computer facilities
REW students have access to RMIT computer facilities. Your login ID and password are the same on all RMIT computers, which are located in:
- the ILC, Building 108, Level 6
- the Hub, Building 12, Level 4
- all RMIT libraries.

RMIT Wireless is available throughout RMIT University.
www.rmit.edu.au/its

3.13  Student support services

(i) REW Student Services
The REW Student Services Team can advise you on how to adjust to life and study in Melbourne and refer you to RMIT services such as the Counselling Service and the Disability Liaison Unit, which are available at minimal or no cost.

Ask the friendly Student Services team members for information on program fees, program extensions, leaves of absence, refunds, program certificates, program advice and most other non-academic matters.

This is a free and confidential service for all REW students.

Building 108, Level 10
☎ 9657 5830
✉ rewstudent.services@rmit.edu.au
(ii) **RMIT International**

RMIT International provides admissions and on-arrival support services for students studying at its Australian campuses as:
- full fee-paying international students
- Australian and overseas government and corporate-sponsored students
- RMIT scholarship students
- Education Abroad and exchange students.

RMIT International also ensures that RMIT University remains compliant with the *Education Services for Overseas Students Act 2000 (Cth)*.

RMIT International processes applications, collects new students’ tuition fee deposits and provides other administrative support services for full fee-paying international students. The International Desk at Info Corner also offers students specialised support services to assist with their arrival.

Info Corner, Building 22, Level 1


(iii) **Student Legal Service**

The Student Legal Service offers free and confidential advice and referrals to currently enrolled RMIT University students, including REW students.

The Student Legal Service can help you with:
- fines, including public transport, driving and parking fines
- traffic accidents and driving problems
- renting and tenancy matters
- employment law
- criminal law and police powers
- consumer and debt matters.

The Student Legal Service cannot provide assistance for student versus student or student versus RMIT matters.

📞 9925 2078
✉️ [student.legal@rmit.edu.au](mailto:student.legal@rmit.edu.au)

[www.rmit.edu.au/students/legal](http://www.rmit.edu.au/students/legal)
(iv) **Spirituality Centre**
RMIT Chaplaincy is a multi-faith resource and drop-in centre that services all religious denominations and faiths. Students are welcome for pastoral support, cross-cultural assistance and volunteer community service. A wide range of pastoral, theological and recreational activities are organised here.  
www.rmit.edu.au/chaplaincy

(v) **Counselling Service**
RMIT offers a free and confidential counselling service to all students, covering personal and academic issues relating to:  
• adjusting to life in Australia and to university life  
• homesickness, loneliness and isolation  
• family and relationship issues  
• decision-making  
• when life feels very difficult.  
☎ 9925 4365  
www.rmit.edu.au/counselling

(vi) **Disability Liaison Unit (DLU)**
The DLU provides services for students with varying disabilities and can help by providing:  
• note takers  
• sign interpreters  
• alternative formats  
• a safe area where students can relax.  
If you need to use this service, contact DLU as early in your program as possible. This will allow DLU enough time to put any necessary reasonable adjustments in place before you start your program.  
www.rmit.edu.au/disability

(vii) **Accommodation**
Although RMIT does not have on-campus accommodation, its Housing Advisory Service provides information, advice and help with finding accommodation.  
A free tenancy service is also available to assist students with issues such as starting a tenancy, lease agreements, condition reports, your rights and responsibilities as a tenant, breaking or ending a lease, getting the bond back and any other tenancy problems that students may encounter.  
www.rmit.edu.au/housing

(viii) **Careers and employment**
RMIT can help students find and apply for casual and part-time work, including on-campus work, vacation work and cooperative positions.  
www.rmit.edu.au/careers
(ix) **Finance**

It is important that when you first experience financial difficulties or you have questions about your finances, you contact the Student Financial Advisory Service. Here you can get information and advice and discuss your options on a range of topics, including budgeting and expenses, sources of income, tax, emergency assistance and referrals to other services.

✉️ student.finance@rmit.edu.au

www.rmit.edu.au/browse;ID=ko4mt455qvwk

(x) **Child care**

RMIT University has a child care centre located at 97–105 Franklin Street that students can use.

www.rmit.edu.au/childcare
LIVING IN MELBOURNE

4.1 Activities

(i) REW activities

We encourage a learning environment that extends beyond the classroom. You can take part in a range of social activities, join local clubs and meet new friends. REW has a dedicated Student Activities Organiser who arranges recreational activities for students.

Every 5-week module, REW, together with RMIT Link, offers city tours, get-togethers, sporting events, information sessions and opportunities for students to meet new friends and discover Melbourne.

RMIT Link activities can be found here: http://rmitlink.rmit.edu.au.

For any questions or suggestions, please email rew.activities@rmit.edu.au.

(ii) Student integration activities

MATES at RMIT

MATES (Mentors assisting the transition experience) is a peer mentoring program that helps new international students adjust to studying at RMIT and living in Australia.

Benefits to getting involved include:

• communicating and connecting with current RMIT students
• enjoying and learning from a range of events and activities with mentors and other students before and during the first semester.

When you sign up to MATES at RMIT, you will get a mentor who can:

• give you advice on Australia, Melbourne and RMIT
• help you settle into life as a student
• let you know about a range of social events and activities before and during your studies
• put you in contact with services that can give you advice on your studies
• support you to develop important life skills.

To sign up, visit www.rmit.edu.au/lead/mates or email mates@rmit.edu.au.

The Couch—International Student Lounge

The Couch is a non-commercial lounge for international students where you can access services including counselling and legal advice, as well as affordable meals. It is located near Parliament Station and is a great place to meet other international students and make new friends.

Open Mon–Thurs, 5.00–9.00pm
69 Bourke Street
☎️ thecouch614@gmail.com
www.salvationarmy.org.au/thecouch
Facebook: www.facebook.com/thecouch614
(iii) RMIT clubs and associations

As an REW student, you can join clubs and societies of the RMIT University Student Union (RUSU). RUSU has around 100 clubs under the categories of academic, cultural, social, political and spiritual. You are welcome to join as many as you like.

Clubs organise events and activities during semesters (March to July and July to November), most of which have no or minimum cost for students. You can join their activities any time.

To find out more, visit www.su.rmit.edu.au.
If you have questions, email the Student Activities Organiser.
rew.activities@rmit.edu.au

(iv) Eating out

There are many restaurants, cafés and bars in the city and in surrounding suburbs.

Chinatown, Little Bourke Street, City
This colourful, busy and historic precinct offers Chinese and other Asian cuisines to suit various budgets.

Sydney Road, Brunswick
Here you will find plenty of African and Middle Eastern restaurants and bakeries, and Italian grocery stores. Many restaurants and food stores on Sydney Road serve or sell Halal food.

Lygon Street, Carlton
Also called Little Italy, you can find tasty and authentic pasta and pizza at relaxed good-value cafés or up-market restaurants.

Victoria Street, Richmond
This is the heart of Melbourne's Vietnamese community, where you can find authentic Asian food at reasonable prices.

Southbank and Federation Square, City
The riverside has many restaurants and bars with great views over the Yarra River. Located nearby are laneways where you can discover little cafés and eateries.

Fitzroy and Acland Streets, St Kilda
This is one of Melbourne's great beachside precincts, where eateries offer a variety of cuisines.

For a list of Melbourne and Victoria's most popular bars, cafés and restaurants, visit www.zomato.com.
(v) **Sport and fitness**

As an REW student, you can access RMIT’s sports clubs, gym and other sporting facilities. There are many facilities around the city, including near REW.

Visit RMIT University Sport and Fitness for more information.

www.rmit.edu.au/students/sport-fitness

The RMIT City Fitness gym is located in Building 8, Level 3. All facilities are open to the public—REW students receive reduced rates. The gym features the latest in cardio equipment and functional exercise equipment and offers a full range of group fitness classes.

www.rmit.edu.au/students/gym

These independent facilities are a short walk or tram ride from REW.

Melbourne City Baths


Melbourne Sports and Aquatic Centre

www.msac.com.au

Hardrock Climbing—Indoor

www.hardrock.com.au

You can also use the community sporting facilities close to your home. This is a great way to meet new people that may have the same interests as you.

(vi) **Tourist attractions**

Melbourne’s favourite tourist attractions are listed in Section 6 Helpful contacts. Most attractions are in the city and within easy walking or travelling distance from REW. Many of them offer free or discounted entry to students. Make sure to ask when you are paying.

**Beaches**

There are a number of beaches close to the CBD. For your own safety, always swim between the red and yellow flags.

- St Kilda Beach—catch the number 16 tram from Swanston Street, the number 96 tram from Bourke Street or the number 112 tram from Collins Street
- Brighton Beach—on the Sandringham train line
- Williamstown Beach—on the Williamstown train line

**In the city**

To check events and activities in the city, go to www.thatsmelbourne.com.au.
Out of the city
Victoria has a lot to offer students who enjoy the outdoors. You can ski in winter and surf in summer. You might enjoy exploring:

- the Great Ocean Road
- Phillip Island (Penguin Parade)
- Mornington Peninsula
- the Yarra Valley and Dandenong Ranges
- the Grampians.

RMIT Link organises trips and tours to these places during the semester. You can book a tour through their website.

http://rmitlink.rmit.edu.au

Parks and gardens
Inner Melbourne has more than 500 hectares of parks and gardens—a greater proportion of open space than any other major city in the world. Go for a picnic or barbecue and enjoy the scenery.

- Flagstaff Gardens—near Queen Victoria Market
- Carlton Gardens—City Circle Tram or walk towards Melbourne Museum
- Albert Park—catch the number 3, 5, 6, 16, 67 or 72 tram from Swanston Street or the number 96 tram from Bourke Street
- Royal Botanic Gardens—catch the number 3, 5, 6, 8, 16, 67 or 72 tram from Swanston Street
4.2 Australian customs, traditions and law

Australians are usually open and friendly, and believe in an equal society without social classes.

**Dress**

While people in Australia tend to dress casually at university and in public, especially during summer when the weather is very warm, you will need to dress formally for particular occasions such as class presentations, dinner functions and graduations. You will be told in advance about the dress code.

**Housework**

Australians usually don’t have servants. Most people are independent and cook and clean for themselves. Some people pay a person to clean their home. They are called cleaners, not maids.

**Public transport**

When boarding a tram, train or bus, always wait for people to get off before you get on. When you use stairs or escalators, stand to the left, so that people in a hurry can walk past.

**Punctuality**

Being on time is important in Australia, so check meeting times and places. Contact the person you are meeting if you are running late or unable to make the appointment. If you are late for a doctor’s appointment, you may have to pay a fee or miss your appointment.

**Queuing**

People usually form queues (line up) when waiting for a bank teller, to get on a train or bus, or to buy something. In Australia, it is impolite to push ahead in a queue. Australians also value their personal space and privacy, so leave more space when queuing, standing or talking to other people than you might be used to.

**Smoking**

Smoking is illegal on public transport and in restaurants, cinemas and public buildings, such as schools, hospitals, universities and libraries. You can be fined if you smoke in these areas. If you are at someone’s home, excuse yourself and smoke outside.

**Social gatherings**

While you are in Australia, you might be invited to social gatherings such as barbecues (BBQs), dinners or parties. Sometimes they can be BYO, which means you bring your own drinks or meat for a BBQ. Or, your host might ask you to bring a plate, which means you need to bring a plate of food to share with everyone. If you are invited to eat in a restaurant, it is common to share payment of the bill.

If you are invited to a wedding, food and drink is supplied and dress is usually formal.

**Invitations**

It is polite to reply to formal (usually in writing) or informal (in person, via email or over the phone) invitations as soon as possible. Formal invitations, such as those for a wedding, usually have an RSVP date and you should reply by that date.
Talking with people

Addressing people
In formal situations, men and women usually shake hands when greeting each other. Australians may have two or three names. The first and second are given names. The last name is the family name (surname). The family name is used formally with titles such as Dr, Miss, Ms, Mr or Mrs. In most cases, Australians prefer to be called by their first names. People will introduce themselves to you by the name they prefer to be called. Your teachers and lecturers will introduce themselves and tell you how they like to be addressed. If you are not sure, ask them.

Saying excuse me, please and thank you is common in Australia.

Conversation
It is a good idea to avoid topics that are personal or could lead to disagreements or arguments, such as personal relationships, salary or income, politics and religion, unless you know the person very well.

Greetings such as Good morning, Good afternoon, Hello, G’day and How are you? are used commonly, even among strangers.

Saying no
It is OK to say no to something you do not want to do. If you have been invited somewhere and don’t want to go, you can say, Thank you for asking me, but I can’t go this time.

Do not let yourself be pressured into drinking alcohol, taking drugs or having sex when you don’t want to. It is OK to say no to someone who asks you out on a date.

Tipping
You do not have to tip in Australia, however, in restaurants, if the service has been particularly good, some people do leave tips.

Breaking the law
If you are caught breaking the law, not knowing the law is not a legal excuse. Everyone must follow the Australian federal and state laws. There are Australian laws against:

- swearing, spitting or urinating in public places
- excessive noise (and loud noise before 7.00am and after 10.00pm).

Bribery
Bribery is illegal in Australia and is not accepted by society. Do not try to bribe people in Australia.

Censorship
Australia’s censorship laws are more lenient than in most countries. Some radio and TV stations use explicit language and TV shows can be graphic.

Discrimination
In Australia, it is illegal to discriminate against someone because of their race, sex, sexual preference, disability or their social, political or religious beliefs. Racial vilification (slandering or defaming someone on racial grounds) is also illegal.
Jaywalking
If there is a pedestrian crossing or traffic lights, use them to cross the road. You can be fined for not crossing at the lights.

Rubbish (trash)
Always put rubbish in a bin. If there are no bins, carry the rubbish until you can put it in a bin. You can be fined for throwing rubbish on the ground.

4.3 Banking
All of Australia’s major banks have branches throughout Melbourne. The largest banks include:

ANZ
www.anz.com.au
Bank of Melbourne
www.bankofmelbourne.com.au
Commonwealth Bank
www.commbank.com.au
HSBC
www.hsbc.com.au
National Australia Bank
www.nab.com.au
Westpac
www.westpac.com.au

You can choose which bank to use for your banking. There is a branch of the Commonwealth Bank on campus (Building 8, Level 2, entrance via Swanston Street). It offers low-cost accounts for students.

Other banks also offer low-cost accounts for students. Make sure you ask to get the best offer!

WARNING!
If you see anything unusual—such as a mobile phone left on top of an ATM—or notice that something just isn’t right with the ATM, contact the bank immediately.

It is also advisable to cover your hand when entering your PIN and avoid withdrawing large amounts of cash.
4.4 Finding a part-time job

RMIT can help students find and apply for casual and part-time work, including on-campus work, vacation work and cooperative positions.

www.rmit.edu.au/careers

**IMPORTANT!**

Student visa holders can supplement their finances through part-time work, but the primary purpose of a student visa is to study, and students should not rely on part-time work to meet their living expenses. Check the conditions of your visa for work limitations.

REW runs information workshops every 5 weeks for students interested in finding work. The Student Activities Organiser can tell you when the next session will be.

You can find jobs in different ways:

- ask friends or nearby restaurants and shops.

**Tax file number**

International students living in Australia for more than 6 months, or who will earn money from work or interest from bank accounts, must obtain a tax file number (TFN). You can get your TFN from the Australian Taxation Office (ATO) located at 747 Collins Street, or apply online.

Go to [www.iar.ato.gov.au](http://www.iar.ato.gov.au) and click on the Next buttons to make your way through the online application.

4.5 Accommodation

(i) **Housing Advisory Service**

The RMIT Housing Advisory Service provides information, advice and help with the accommodation options available to students and other housing-related matters. The service is unable to prearrange accommodation, but posts listings for accommodation on the website.

[www.rmit.edu.au/housing](http://www.rmit.edu.au/housing)

**Tenants Union of Victoria**

The Tenants Union of Victoria provides advice and assistance for tenants of private and public residential properties, and residents of rooming houses. Confidential telephone, drop-in and email advice services are free. Information sheets in other languages are on the website.

📞 9416 2577

[www.tuv.org.au](http://www.tuv.org.au)
Types of accommodation

Deciding where to live is one of the most important decisions you will make. You can consider a number of options.

Homestay

Homestay is a great choice for students who want to experience living in an Australian home and improve their English language skills. Students generally have their own furnished bedroom and share living spaces with their homestay family. Meals are included. Telephone calls and travel expenses are not included. All homestay hosts live within 30–45 minutes of Melbourne’s CBD, where REW is located. Your host family will advise you on the best way to get to REW via public transport.

A student living in an Australian homestay lives as part of the family, so expect to be asked to help with household jobs such as cleaning and washing dishes. A homestay host may consist of parents and children, single parents, retired couples or single people. Students will find themselves in a home environment that may be very different from what they are used to. Students should expect that some effort on their part is required to get the most benefit out of this cultural exchange.

To apply for a homestay, visit the Australian Homestay Network (AHN) website. www.homestaynetwork.org/rew-students

Share and rental accommodation

In share houses, each person has their own bedroom and shares the kitchen, bathroom and living areas. Expenses include rent, food, gas, electricity, transport, and telephone and internet connection.

Real estate agents offer a variety of rental accommodation options including houses, units, flats and apartments.

It is a good idea to arrange your share or rental accommodation after you arrive in Melbourne, as this is a major decision and a legally binding contract must be signed. Most rental properties are unfurnished and you may need to buy furniture and other household goods. In addition, you will need to pay or contribute to a rental bond. This is a security deposit held by the Residential Tenancies Bond Authority (RTBA) until the tenancy is completed. The bond is usually fully refunded if you don’t owe any rent and have not caused any damage to the property.

Student apartments

Student apartment complexes are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular, there is a high demand when vacancies are advertised. Utility costs are not usually included in the rental price. Go to the Housing Advisory Service website to find a list of student apartments.

www.rmit.edu.au/housing

WARNING!

Bond is paid to the Residential Tenancies Bond Authority (RTBA) through a real estate agent. Always ask for a receipt for any money you pay if it is a private agreement. You will always get a receipt from the real estate agent and RTBA.
Online
www.rmit.edu.au/housing
www.domain.com.au (also has a mobile app)
www.easyroommate.com.au
www.flatmatefinders.com.au
https://flatmates.com.au
www.gumtree.com.au (also has a mobile app)
www.property.com.au
www.realestate.com.au (also has a mobile app)
www.rentfast.com.au

Moving
There are several affordable moving companies that you can hire. Most of these charge an initial fee and then an hourly fee on top of that. Check online for companies and prices.
These are some popular ones:
www.dumbomove.com.au
www.manwithavan.com.au
www.melbournecheapmovers.com.au
http://melbournecitymovers.com.au
www.move-my-stuff.com.au

**IMPORTANT!**
When renting, it is important to understand the rules and regulations that govern the real estate industry. As a tenant, you must be aware of lease agreements, rental bonds, inspections, residential contracts, bodies corporate, repairs and maintenance.
For further information, go to the Consumer Affairs Victoria website.
www.consumer.vic.gov.au

(iii) Utilities and water
To connect water, electricity and gas, tenants should ask the accommodation provider (real estate agent or building manager) for the relevant company details. Some real estate agents use services such as Direct Connect, which help organise this. Bills can be paid electronically, by telephone or at the post office. There are several providers for each service, so compare prices before you sign.
www.youcompare.com.au
4.6 Food and shopping

(i) Household goods
Melbourne has many discount department stores, which sell good value household goods and appliances, basic clothing and underwear.
Popular stores include Big W, Freedom Furniture, Ikea, Kmart and Target.
    www.bigw.com.au
    www.freedom.com.au
    www.ikea.com.au
    www.kmart.com.au
    www.target.com.au
Depending on your budget, furniture and household goods may be rented or bought new or second-hand.
    www.ebay.com.au
    www.gumtree.com.au
    www.quicksales.com.au
    www.tradingpost.com.au

(ii) Food
Groceries
Common supermarket chains are Aldi, Coles, Foodworks, IGA and Woolworths (Safeway).
Many supermarkets are open from 6.00am to midnight, every day except major public holidays.
    www.aldi.com.au
    www.coles.com.au
    www.foodworks.com.au
    www.iga.com.au
    www.woolworths.com.au
Markets
Various markets around Melbourne offer a rich selection of fresh produce, generally at better quality and lower prices than supermarkets. Many also sell bargain clothing, arts and crafts, souvenirs and second-hand goods.
Queen Victoria Market
513 Elizabeth Street
    www.qvm.com.au
Prahran Market
Commercial Road, Prahran
    www.prahranmarket.com.au
South Melbourne Market
Cnr Cecil and Coventry Streets, South Melbourne
    www.southmelbournemarket.com.au
Footscray Market
Cnr Hopkins and Leeds Streets, Footscray
CERES Organic Food and Craft Market  
Cnr Stewart and Roberts Streets, East Brunswick  
www.ceres.org.au  

Box Hill Central  
1 Main Street, Box Hill  
www.centroboxhill.com.au  

Preston Market  
Cnr Cramer and Murray Streets, Preston  
www.prestonmarket.com.au  

(iii) **Shopping**  
Melbourne has various shopping precincts, both in the city and in surrounding suburbs. Melbourne is also known for its many independent boutiques and laneways.  

4.7 **Health**  
Your health is very important to adjusting well to life in Australia and to the success of your studies.  

(i) **Going to the doctor and buying medicine**  
In Australia, a doctor is often referred to as a GP—General Practitioner. To see a doctor, you need to make an appointment at a medical centre or clinic. You will need your medical insurance card or a membership letter from your medical insurance fund (e.g. Medibank Private, Allianz).  
A number of medical centres near REW have doctors who can speak different languages. www.rmit.edu.au/students/health lists which languages are spoken where—go to *Health services* and click on *Health services near campus*.  
If you will miss school because you are sick, ask the doctor for a medical certificate to explain your absence. You need to show this to REW Student Services.  
You cannot buy all medicines over the counter. If the doctor gives you a prescription for medicine, you need to buy it from a pharmacy.  

(ii) **Medical emergencies**  
In an emergency when you can’t wait to see a doctor, go to the emergency department of a public hospital.  
For life threatening emergencies call 000 and ask for an ambulance. The cost of an ambulance is usually paid for by medical insurance if it is for a life threatening situation.  

(iii) **Overseas Student Health Cover (OSHC) or medical insurance**  
Student visa holders must be covered by medical insurance for the length of their stay in Australia.  
Medibank Private is the OSHC provider used by RMIT. OSHC does not cover you for all your medical expenses.  
You need to register online so that Medibank can send you your membership card. Go to medibank.com.au/studentregistration; enter your surname, date of birth and student ID; enter your address; and print your confirmation letter as proof of cover until you receive your membership card.
(iv) **Looking after yourself**

RMIT has prepared some very useful information so that you can quickly find the right place for help.

[www.rmit.edu.au/students/health](http://www.rmit.edu.au/students/health)

You can find information about:

- health services near campus
- the Australian health system
- what to do when your health affects your study
- staying active and eating well
- staying safe (sun safety, water safety, personal safety)
- common illnesses
- immunisation and vaccines
- rest and relaxation
- exercise
- sex and sexuality
- drugs and alcohol.

(v) **Culture shock and homesickness**

Studying in another country can be exciting and challenging and it is normal for most students to feel disoriented. This experience is called culture shock.

Most people living in a new country find it difficult to adjust to the new culture. In your own country much of what you do is automatic and does not require much thought.

In a new country simple tasks can sometimes seem difficult because you do not know how to behave, you don’t always understand body language or unspoken messages you are getting from others, and your actions and words don’t always get the response that you expected.

You are dealing with new values and ways of thinking and different ways of doing simple things.

The good news is that culture shock is predictable and manageable. Talk to the REW Student Services Team for advice and information.

Culture shock does not always happen suddenly. It happens to many people and it does pass.
RMIT Student Wellbeing Advisory Services provide free information and support to international students. There are Student Wellbeing Advisors you can talk to about how you are feeling. The sooner you act the more options you often have.

✉️ student.wellbeing@rmit.edu.au

www1.rmit.edu.au/browse;ID=qubvjurfwy4z
4.8  Safety

(i)  Keeping safe on campus

RMIT security officers patrol all campuses, but they can’t be everywhere all the time. You need to make sure you look after yourself and your belongings while on campus.

RMIT Security:
• patrols all RMIT campuses 24 hours a day
• provides security escorts (at any time) for students and employees, on request and subject to availability
• coordinates investigations into any criminal activity on campus. If you feel threatened or unsafe, inform RMIT Security.

☎ 9925 3333 or 9925 3895

To learn more about how to keep yourself and your belongings safe, go to www.rmit.edu.au/security

SafeZone is a free app (iPhone, Android and Windows 7) for all RMIT students and employees that connects you directly to Security when you need help on campus.

Download the app here: www.rmit.edu.au/security/safezone

(ii)  Personal safety

Australia is generally a safe and secure study destination. However, as with any travel, you should always take steps to keep yourself safe by:

• avoiding poorly lit streets and parks at night
• always telling someone when you are going out, where you are going and when you expect to return
• travelling in groups when possible
• not travelling at night on your own
• never leaving personal belongings unattended
• always carrying either a mobile phone, coins for a payphone, or a phone card (remember that you can call the emergency number, 000, from any payphone, for free)
• not giving your personal information to strangers
• locking your doors and windows
• not carrying your wallet in an outside pocket, as it can be an easy target for pickpockets—try not to carry large amounts of cash; travellers’ cheques and cards are regarded as being much safer
• using taxis late at night.

If you feel threatened in any way when walking, go to a shop or house (with lights on at night) and ask a person to phone the police. In an emergency, call 000.
(iii) Preventing theft

Be alert at all times and be careful with your belongings. Around 80% of all RMIT thefts occur in the library. Laptop computers, mobile phones and wallets are popular targets.

To reduce the chances of theft:
- do not leave your bag unattended, even for only a few moments—always take your belongings with you
- study with others, who can look after your things when you take a break
- if someone is acting suspiciously, let a library employee or security guard know.

<table>
<thead>
<tr>
<th>IMPORTANT!</th>
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<tbody>
<tr>
<td>If you want:</td>
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<tr>
<td>• help because you feel threatened or unsafe</td>
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<tr>
<td>• to report an emergency</td>
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<tr>
<td>• to report a theft</td>
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<tr>
<td>• to book a security escort</td>
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<tr>
<td>• to report suspicious behaviour</td>
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<tr>
<td>call RMIT Security on any RMIT campus.</td>
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<tr>
<td>☎️ 9925 3333 or 9925 3895</td>
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(iv) Police

In an emergency, phone 000 and ask for the police. Payphones can be used to dial 000 for free. They can be found on the streets and in shopping centres.

For help with an incident that is not life threatening or not an emergency, phone your local police station. Melbourne East Police Station in the city is open 24 hours a day.

☎️ 9637 1100
226 Flinders Lane

(v) Emergencies

If you see a crime being committed or that someone’s life is in danger, phone 000. In remote locations like the bush, you can also phone 112 on your mobile phone in an emergency. Calls are free and answered 24 hours a day.

When your call is answered, say which service you require—police, fire or ambulance. You will be asked your location and phone number. If you need an interpreter, say in English which language you speak.

The National Relay Service provides phone services for people who are deaf or have a speech or hearing impairment (and use a TTY—text telephone device). The emergency number to dial from a TTY device is 106.

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Police, fire and ambulance
☎️ 000
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4.9 Public transport

(i) Getting around Melbourne

Melbourne has an extensive public transport network known as Public Transport Victoria (PTV). PTV runs three modes of transport—train, tram and bus. One travel card, known as Myki, gives you access to all modes of transport.

The network divides metropolitan Melbourne into zones 1 and 2, with Zone 2 being the outer suburbs.

Public transport is fairly reliable and safe to use. Services run from around 5.00am to midnight. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays.

Timetables and travel guides are available at most train stations or at the PTV Hub at Southern Cross Station near the corner of Spencer and Collins streets, CBD.

The PTV website provides timetable and fare information. Go to Journey Planner where you can easily find out the right mode of transport for your trip.

You can also download free mobile apps for iPhone and Android via the PTV website.

www.ptv.vic.gov.au

(ii) Buying a ticket

Myki travel card

Myki is a durable plastic card, which you need to pay for travel on public transport. To use it, you touch your Myki card on and off a Myki machine when travelling. This automatically deducts the fare from your card.

When travelling by tram only within Zone 1, you do not need to touch off your Myki.

Myki cards are valid for travel on all metropolitan train, tram and bus services, including V/Line (country services) and regional bus services in Ballarat, Bendigo, Geelong, the Latrobe Valley, Seymour and Warragul. You can buy and top up your Myki card at train stations and 7-Eleven stores, by calling 1800 800 007, or going online.

International students are not eligible for concession fares, so make sure you buy a full fare Myki.

www.ptv.vic.gov.au

(iii) Other ways to get around Melbourne

Taxis

Melbourne’s yellow taxis are easy to find. You can wave to a taxi driver to stop or catch a taxi from a city taxi rank. Taxis can also be pre-booked by phone.

Taxi fares can be quite expensive, depending on the length of your journey. Late night taxi trips from 10.00pm to 5.00am often need to be paid for in advance.

Melbourne’s major taxi companies include:

- Silver Top
  📞 13 10 08
- 13 Cabs
  📞 13 22 27
Late night transport options—NightRider
NightRider buses are a safe, easy and cheap alternative for late night travel on weekends. You need your Myki card to travel on a NightRider bus. Buses travel between the city and Melbourne’s outer suburbs, every half hour between 1.30am and 4.30am on Saturdays and between 1.30am and 5.30am on Sundays. NightRider buses can drop you off at designated bus stops and kerbside tram stops. Look under Metropolitan buses to find the NightRider bus to your suburb. Check the NightRider timetable for departure times at stops along your route.

SkyBus—Airport
The SkyBus is a shuttle bus that travels between Melbourne International Airport and the CBD. You can buy tickets online, at the airport, or at the ticket booth in Southern Cross Station. The service runs every 10 minutes, 24 hours a day, 7 days a week, including public holidays.
www.skybus.com.au

The City Circle Tram
The City Circle Tram (number 35 and maroon in colour) is free. You can hop on and off at any stop. The service operates in a circular route within the Melbourne CBD passing major tourist attractions, as well as linking with other train, tram and bus routes in and around Melbourne.
Trams run in both directions every 12 minutes between 10.00am and 6.00pm Sunday to Wednesday and between 10.00am and 9.00pm Thursday, Friday and Saturday.
www.yarratrams.com.au
4.10 Driving and cycling

(i) Motor vehicle licence
If you are on a temporary student visa, you can drive on your current, valid overseas driver's licence. It must be in English or accompanied by an English translation or International Driving Permit.
Contact VicRoads if you wish to apply for a Victorian Driver Licence or Learner Permit.
www.vicroads.vic.gov.au

(ii) Australian road laws
In Australia, you must drive on the LEFT-hand side of the road.
Drive at a safe, legal speed. In Victoria, speed is limited to 60 km/h on main roads, 50 km/h in built-up areas and 100 km/h on freeways, unless signs show a different speed limit. Speed limits can be lower in some areas or at certain times of the day (e.g. outside a school the speed limit may be 40 km/h).
All drivers and passengers must wear a seatbelt.
Always give way to cars driving on your right-hand side.
Learner and probationary drivers must not drive with alcohol in their blood. Full licence drivers must have a blood alcohol concentration (BAC) of less than 0.05.
Vehicles must always give way to pedestrians crossing the road.
For Victorian driving rules and responsibilities, go to

(iii) Car parking
There is no on-campus parking. There are commercial car parks throughout the city, but these can be very expensive. It is advisable for students to catch public transport or cycle to REW.
www.carparking.info allows you to search for car parks near an address and check the cost.

(iv) Car share
Car sharing can save you money and is perfect for people who don’t need a car every day. Car sharing is good for the environment and the community. You can rent a car by the hour or by the day. There are three car sharing companies in Melbourne: Flexicar, GoGet and GreenShareCar.
Flexicar
☎ 1300 363 780
www.flexicar.com.au
GoGet
☎ 1300 769 389
www.goget.com.au
GreenShareCar
☎ 1300 575 878
www.greensharecar.com.au
(v) Cycling

Melbourne has many bike tracks, shared footpaths and bike parking facilities. RMIT has several places around campus for students to park their bicycles. For more information on bike tracks, go to the Bicycle Network website.

www.bicyclenetwork.com.au

In Australia, cyclists must obey the road rules. These include wearing an approved helmet, and having a warning device (e.g. a bell), reflectors and lights fitted to the bike. Failure to follow these rules can result in a fine.

For details, go to the VicRoads website.


Melbourne Bike Share is an environmentally friendly and healthy way to get around the city. Take a bike from one of the 50 bike stations throughout the city and return it when you are done. You can purchase daily or weekly passes or a yearly subscription.

www.melbournebikeshare.com.au
IELTS Fundamentals
• provides an essential introduction to the IELTS test format, marking criteria and types of questions
• provides an overview of speaking, listening, reading, writing, grammar and vocabulary skills used in IELTS tests
• develops the skills required for answering the different types of questions.

IELTS Focused
• consolidates the skills required for answering the different types of questions
• provides further practice in the key test criteria
• provides an advanced overview of speaking, listening, reading, writing, grammar and vocabulary skills used in IELTS tests.

Benefits
• Supports improved English language proficiency
• Develops the confidence and skills to perform well in the IELTS Test
• Provides the skills to engage meaningfully with exam topics
• Familiarises you with key topic areas included in all parts of the IELTS Test
• Uses current events to develop your vocabulary and the ability to express your opinion in English

The full-time course is 10 weeks and consists of two 5-week modules:
• IELTS Fundamentals
• IELTS Focused.
Each 5-week module includes 100 hours of face-to-face tuition. The full-time course brings together the best commercially available and in-house produced materials to target key areas IELTS candidates need to work on. The combined course (200 hours) provides the most effective preparation to succeed in the IELTS Test and allows the flexibility to complete a 5-week course if required.

A minimum of IELTS 5.5 or equivalent is required for entry.

IELTS Preparation CRICOS Code 076734M

Full-time courses

COMMONLY USED TERMS AT REW

airport pickup—to make arriving in Melbourne easy, we can arrange for you to be met at the airport and driven to your accommodation

CBD—central business district (the city centre)

CELT A—Certificate in Teaching English to Speakers of Other Languages
eCOE—electronic confirmation of enrolment
deferral—a break in the program of study which will result in the student needing to extend their period of study and meet the compassionate/compelling criteria as set by DIBP

DIBP—Department of Immigration and Border Protection (formerly, Department of Immigration and Citizenship)

EA—English Australia, the English language teaching industry’s professional association

EAP—English for Academic Purposes

ELICOS—English Language Intensive Courses for Overseas Students

EOC—end of course assessment

ESOS—Education Services to Overseas Students

homestay—where students live with an Australian family (students usually budget for A$275–$300 per week, which includes all meals)

HOTSPOT—online student information site

IELTS—International English Language Testing System

IELTS Prep—International English Language Testing System preparation course

ILC—Independent Learning Centre

leave of absence—a break in the program of study which will not affect the study plan and which meets the compassionate/compelling criteria as set by DIBP

MATES—mentors assisting the transition experience

medical certificate—a letter from a registered health care provider who has made a diagnosis of illness or the physical or mental incapacity of a student

module—a 5-week teaching period

myRMIT—a central port where students can access all online information and services needed while at REW and RMIT University

OA—ongoing assessment

online classroom—a communication facility for REW students on the Internet

Online ILC—inde pendent learning materials available to REW students when they log in to myRMIT via the RMIT University website and go to myStudies
orientation—held before the start of each program to introduce students to REW Student Services and ELICOS programs

OSHC—Overseas Student Health Cover—medical insurance, which is compulsory for student visa holders

program—the total number of weeks of study (usually the length of the eCOE)

REW—RMIT English Worldwide

REW Student Services—team of employees who help students settle successfully into life in Australia and study at REW

RMIT International Services—a partner of REW with whom students can discuss university, vocational education and short program options at RMIT

RMIT Training—a company that is part of the RMIT Group and the parent company of REW

TOEFL—Test of English as a Foreign Language
HELPFUL CONTACTS

RMIT English Worldwide
General enquiries
Building 108, Level 10
235–251 Bourke St, Melbourne 3000
☎ 9657 5800
✉ englishworldwide@rmit.edu.au
www.rmitenglishworldwide.com

REW Student Services
Building 108, Level 10
235–251 Bourke St, Melbourne 3000
☎ 9657 5830
✉ rewstudent.services@rmit.edu.au

RMIT University
General RMIT enquiries
☎ 9925 2000
www.rmit.edu.au

International Services
Info Corner, Building 22, Level 1
330 Swanston St
☎ 8676 7047
www.rmit.edu.au/study-with-us/international-students

24 hour security and emergency assistance and after hours security enquiries
☎ 9925 3333 or 9925 3895
www.rmit.edu.au/security

RMIT international student support
Student Services (support for international students/housing/finance)
Student Services Centre
Building 14, Level 4
✉ student.wellbeing@rmit.edu.au
www1.rmit.edu.au/browse;ID=jas1bocqq6h9

Mentors assisting the transition experience (MATES)
✉ mates@rmit.edu.au
www1.rmit.edu.au/browse;ID=ccgn6aqdbnw

Other student support services
Translating and Interpreting Service (TIS)
☎ 13 14 50
See website for prices:
www.tisnational.gov.au

Student Legal Services
✉ student.legal@rmit.edu.au
www.rmit.edu.au/students/legal

Student visa enquiries
☎ 9925 5115 or 9925 1659
www.rmit.edu.au/international/student-visa

RMIT Counselling Services
Email with general enquiries.
✉ counselling@rmit.edu.au
Call to make an appointment.
Building 74 (52 Cardigan St, Carlton)
☎ 9925 4365
After hours
☎ 9925 4365

International Student Care Service (ISCS)
ISCS can help you with legal issues, health issues, housing and accommodation, social isolation, crisis information and advocacy. ISCS is an Australian Government service dedicated to helping international students in need.
☎ 1800 056 449 (free call from landlines)
✉ info@iscs.vic.gov.au

Study Melbourne Student Centre (SMSC)
Access information about health matters, general wellbeing, legal services, accommodation, financial management and safety. SMSC also offers support in emergency situations.
599 Little Bourke St
☎ 1800 056 449 (free call from landlines)
✉ info@studymelbourne.vic.gov.au

The Couch
Open Mon–Thurs, 5.00–9.00pm
69 Bourke St
✉ thecouch614@gmail.com
www.salvationarmy.org.au/thecouch
Disability Liaison Unit
Building 10, Level 4
✉ dlu@rmit.edu.au
www.rmit.edu.au/disability

Education Abroad Office
Info Corner, Building 22, Level 1
✉ eao@rmit.edu.au
www.rmit.edu.au/globalpassport/educationabroad

Child care services
RMIT Children’s Centre
97–105 Franklin St
✉ childcare.city@rmit.edu.au
www.rmit.edu.au/ssa/childcare

Chaplaincy
Building 46, Level 2
✉ chaplaincy@rmit.edu.au
www.rmit.edu.au/chaplaincy

RMIT facilities

Internet
> IT service desk web form
https://mytechsupport.rmit.edu.au/
> Information Technology Services
(the RMIT network, computer facilities)
www.rmit.edu.au/its
> myRMIT (email, program information access) in the top menu
www.rmit.edu.au

Wireless internet
www.rmit.edu.au/its/wireless

Computer facilities
www.rmit.edu.au/students/it/computers

Libraries
www.rmit.edu.au/library
> ILC Library and Resource Centre
Building 108, Level 6
> Swanston Library
Building 8, Level 5
> Carlton Library
Building 94, Level 3

Australian Government departments

Department of Immigration and Border Protection (DIBP)
Casselden Place
2 Lonsdale St
☎ 13 18 81 (in Australia only)

Visit the website for international phone numbers:
Postal address:
GPO Box 241
Melbourne VIC 3001

Department of Education and Training
http://education.gov.au

Department of Employment
http://employment.gov.au

Foreign Embassies in Australia

Arriving into and departing from Australia

Australian Taxation Office (ATO)
Tax file numbers, tax returns etc.
☎ 13 28 61
☎ 13 14 50 (non-English speakers)
www.ato.gov.au

Victorian Equal Opportunity and Human Rights Commission
☎ 1300 891 848
✉ information@veohrc.vic.gov.au
www.humanrightscommission.vic.gov.au

Employment websites (job listings)

Adzuna
www.adzuna.com.au

JobSearch
www.jobsearch.gov.au

SEEK
www.seek.com.au

Banks and currency

Universal Currency Converter
www.xe.com/ucc

ANZ
www.anz.com.au

Bank of Melbourne
www.bankofmelbourne.com.au

Commonwealth Bank
www.commbank.com.au

HSBC
www.hsbc.com.au
National Australia Bank (NAB)
www.nab.com.au

Westpac
www.westpac.com.au

Health

OVERSEAS STUDENT HEALTH COVER
Medibank
The Galleria, 385 Bourke St
(enter via Elizabeth St)

Travellers Medical and Vaccination Centre
Levels 2 and 3, 393 Little Bourke St
www.traveldoctor.com.au

VISA MEDICALS
Bupa Medical Visa Services
Level 2, 717 Bourke St, Docklands
www.bupamvs.com.au

DOCTORS
Swanston Street Medical Centre
Level 3, 255 Bourke St
☎ 9205 7500

Medical One
Level 3, QV Retail Centre

La Trobe Street Medical
Melbourne Central, Level 1

DENTISTS
Metro Dental
Level 6, Druid’s House
407 Swanston St
www.metrodentalswanstonst.com.au

CHEMISTS AND PHARMACISTS
Nova Pharmacy
Shop 55, QV Retail Centre
Cnr Swanston and Lonsdale streets

Mulqueeny Pharmacy
99 Swanston St

POISONS INFORMATION CENTRE
☎ 13 11 26
www.austin.org.au/poisons

HOSPITALS
St Vincent's Hospital
41 Victoria Pde, Fitzroy
☎ 9288 2211
www.svhm.org.au

The Royal Children’s Hospital
50 Flemington Rd, Parkville
☎ 9345 5522
www.rch.org.au

The Royal Melbourne Hospital
20 Flemington Rd, Parkville
☎ 9342 7000
www.rmh.mh.org.au

The Royal Women’s Hospital
20 Flemington Rd, Parkville
☎ 8345 2000
www.thewomens.org.au

COUNSELLING SERVICES

Beyondblue
Depression and anxiety affect people from all cultures. You can call Beyondblue 24 hours a day, or talk to a counsellor online from 3.00pm to midnight every day. Beyondblue has resources in over 25 languages.
☎ 1300 224 636
www.beyondblue.org.au

Lifeline
Lifeline provides free, confidential telephone counselling 24 hours a day, 365 days a year.
☎ 13 11 14
www.lifeline.org.au

Women’s Information Referral Exchange (WIRE)
WIRE is a telephone service for women run by trained women volunteer counsellors. Call from 9.00am to 5.00pm Monday to Friday.
☎ 1300 134 130
www.wire.org.au

Men’s Referral Service
This service provides anonymous, confidential counselling for men.
☎ 1300 766 491
www.mrs.org.au
Parentline
You can receive confidential telephone counselling services for any parenting issue from 8.00am to midnight every day. The website is translated into several languages, including Arabic, Chinese and Korean.
☎ 13 22 89
www.parentline.vic.gov.au

Gambler’s Help
If gambling is affecting your behaviour, confidential counselling and advice is available 24 hours a day.
☎ 1800 858 858
www.problemgambling.vic.gov.au

GriefLine
This free telephone counselling service for people struggling with grief is available from midday to 3.00am every day. Telephone counselling is also available in Somali, and online counselling in Farsi.
☎ 9935 7400 or 1300 845 745
www.griefline.org.au

SEXUAL HEALTH CLINICS
Melbourne Sexual Health Centre
All services at the Centre are free and confidential.
580 Swanston St, Carlton
☎ 9341 6200 or 1800 032 017
www.mshc.org.au

Housing
RMIT Housing Advisory Service
Student Services Centre
Building 14, Level 4
☎ 9925 2963
✉ student.wellbeing@rmit.edu.au
www.rmit.edu.au/accommodation

Consumer Affairs Victoria (Renting)
www.consumer.vic.gov.au

Tenants Union of Victoria
www.tuv.org.au

Real estate agents and rental properties
www.rmit.edu.au/housing
www.domain.com.au
www.easyroommate.com.au
www.flatmatefinders.com.au
https://flatmates.com.au
www.gumtree.com.au
www.property.com.au
www.realestate.com.au
www.rentfast.com.au

Melbourne and Victoria attractions
City of Melbourne
www.melbourne.vic.gov.au
www.onlymelbourne.com.au
www.thatsmelbourne.com.au
www.visitmelbourne.com

Melbourne Visitor Centre and Federation Square
Cnr Flinders and Swanston streets
http://fedsquare.com/shop/melbourne-visitor-centre
www.fedsquare.com

Melbourne Aquarium
www.melbourneaquarium.com.au

Melbourne Cricket Ground (MCG)
www.mcg.org.au

Queen Victoria Market
www.qvm.com.au

Melbourne Museum
www.museumvictoria.com.au

Immigration Museum
museumvictoria.com.au/immigrationmuseum

Scienceworks and Melbourne Planetarium
museumvictoria.com.au/scienceworks

Eureka Skydeck 88
www.eurekaskydeck.com.au

National Gallery of Victoria
www.ngv.vic.gov.au

Old Melbourne Gaol
www.oldmelbournegaol.com.au

Royal Botanic Gardens
www.rbg.vic.gov.au

Melbourne Zoo
www.zoo.org.au

Werribee Open Range Zoo
www.zoo.org.au

Australian Centre for the Moving Image (ACMI)
Federation Square
www.acmi.net.au
Great Ocean Road  
www.visitgreatoceanroad.org.au  
Greater Victoria  
www.visitvictoria.com  
National Parks Victoria  
www.parkweb.vic.gov.au  

Melbourne and Victoria transport  
Public Transport Victoria  
www.ptv.vic.gov.au  
Myki  
www.ptv.vic.gov.au  
Yarra Trams  
www.yarratrams.com.au  
tramTRACKER  
Bicycle Network  
www.bicyclenetwork.com.au  

TAXIS  
Silver Top  
13 10 08  
www.silvercabservice.com.au  
13 Cabs  
13 22 27  
www.13cabs.com.au  

Road laws  
Royal Auto Club Victoria (RACV)  
(insurance)  
www.racv.com.au  
VicRoads (driver licence)  
www.vicroads.vic.gov.au  

Shopping  
Aldi supermarket  
Franklin St near Swanston St  
www.aldi.com.au  
Coles supermarket  
Melbourne Central, Lower Ground Mall  
www.coles.com.au  
Great Eastern Asian Groceries  
183–189 Russell St  
Queen Victoria Market  
513 Elizabeth St  
www.qvm.com.au  
RUSU Realfoods  
Building 8, Level 4 food court  
www.facebook.com/RUSUrealfoods  
Woolworths supermarket  
QV Retail Centre  
Cnr Lonsdale and Swanston streets  
www.woolworths.com.au  

## Travel information

### Maps and locations
- [www.whereis.com](http://www.whereis.com)

### Weather

### Australian Tourism Guide
- [www.australia.com](http://www.australia.com)

### Lonely Planet Guides
- [www.lonelyplanet.com](http://www.lonelyplanet.com)

### Trip Advisor

### FLIGHTS, TOURS AND HOTELS

#### WebJet
Compare prices for flights, hotels and car hire

#### Intrepid Travel (tours and flights)
- [help@intrepidtravel.com](mailto:help@intrepidtravel.com)
- [www.intrepidtravel.com](http://www.intrepidtravel.com)

#### STA Travel (tours, hotels and flights)

#### Jetstar (flights and hotels)
- [www.jetstar.com](http://www.jetstar.com)

#### Qantas (flights, hotels and car hire)

#### Tiger Airways (flights)

#### Virgin Australia (flights and hotels)
- [www.virginaustralia.com](http://www.virginaustralia.com)

## Communications providers

### Amaysim

### iiNet
- [www.iinet.net.au](http://www.iinet.net.au)

### Optus Telecommunications Australia

### Telephone directory assistance

### Telstra Australia

### Translating and Interpreting Service (TIS)

### Virgin Mobile

### Vodafone
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- Open Saturday 9 - 12.30 (reception opens at 8.30am)
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